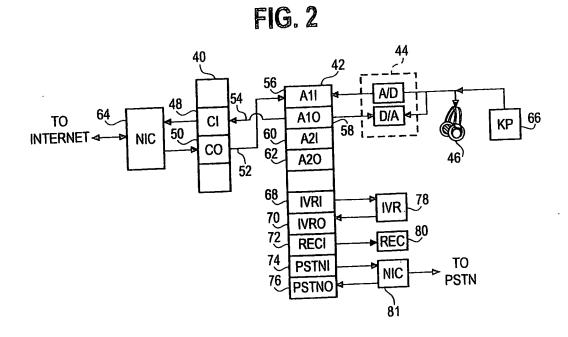
FIG. 1 16 INTERNET AGENT Host TERM 33 WS CALLER 35 VOIP AGENT 36 CPU IVR MEM CALLER REC **PSTN** 34 38



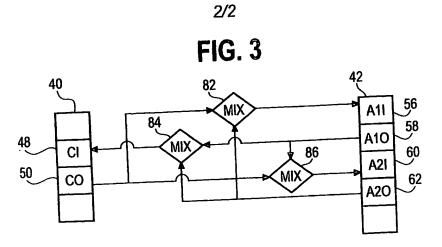


FIG. 4 92 AGENT LISTEN MIX **CALLER** MIX TALK AGENT TONES AND IN FROM CONFERENCE ANNOUNCEMENTS OUTPUT 72 94 RECORD OUT TO CONFERENCE MIX MIX INPUT 58 98 AGENT TALK **CALLER** MIX LISTEN

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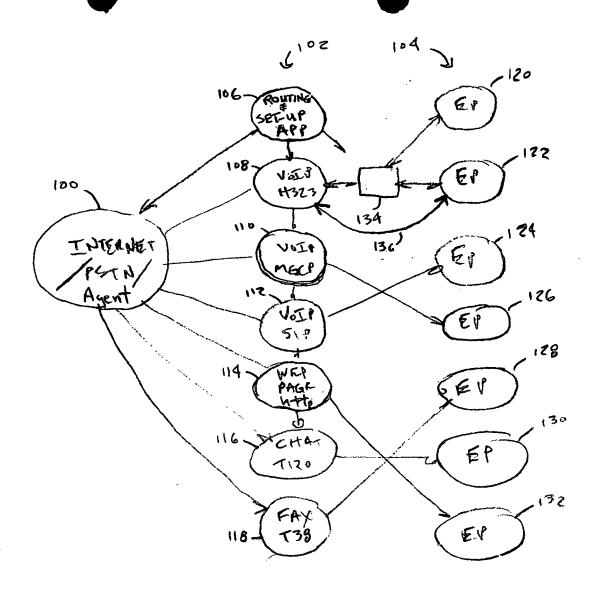


FIG. 5